IVU Lab
Interaction
Visualization
Usability & UX

UNIVERSITÀ DEGLI STUDI DI BARI ALDO MORO

Addressing Usability and UX in Call for Tender for IT Products

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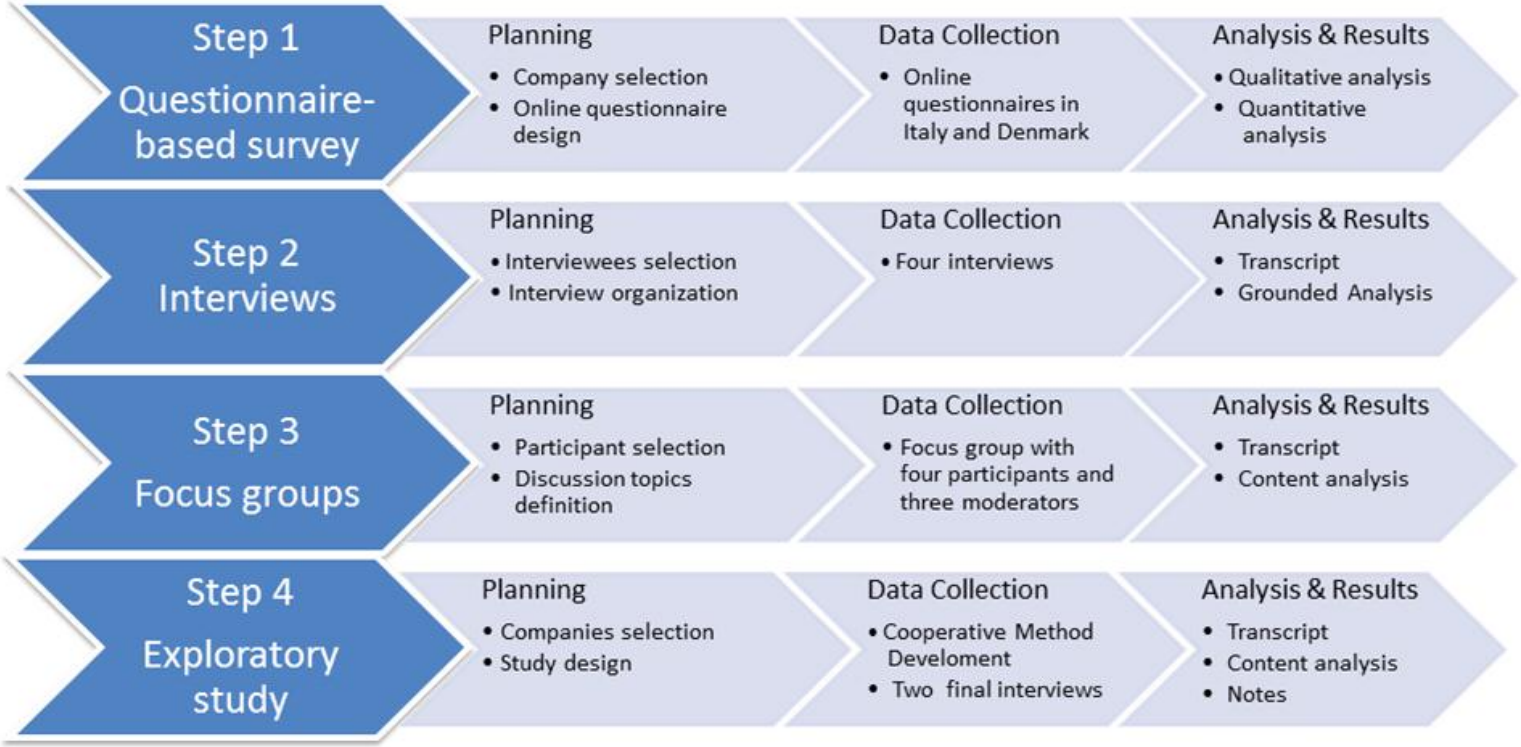
Introduction

- The economic benefits of usability evaluation are well documented in the literature
- The research in HCI has little impact on software development practice
- Our research is focused on methods for addressing usability and user experience in software development processes

The experimental study

- Goals
  - To analyze if and how software companies consider HCD in their software development processes
  - To investigate how software companies can improve their development process in order to create better products



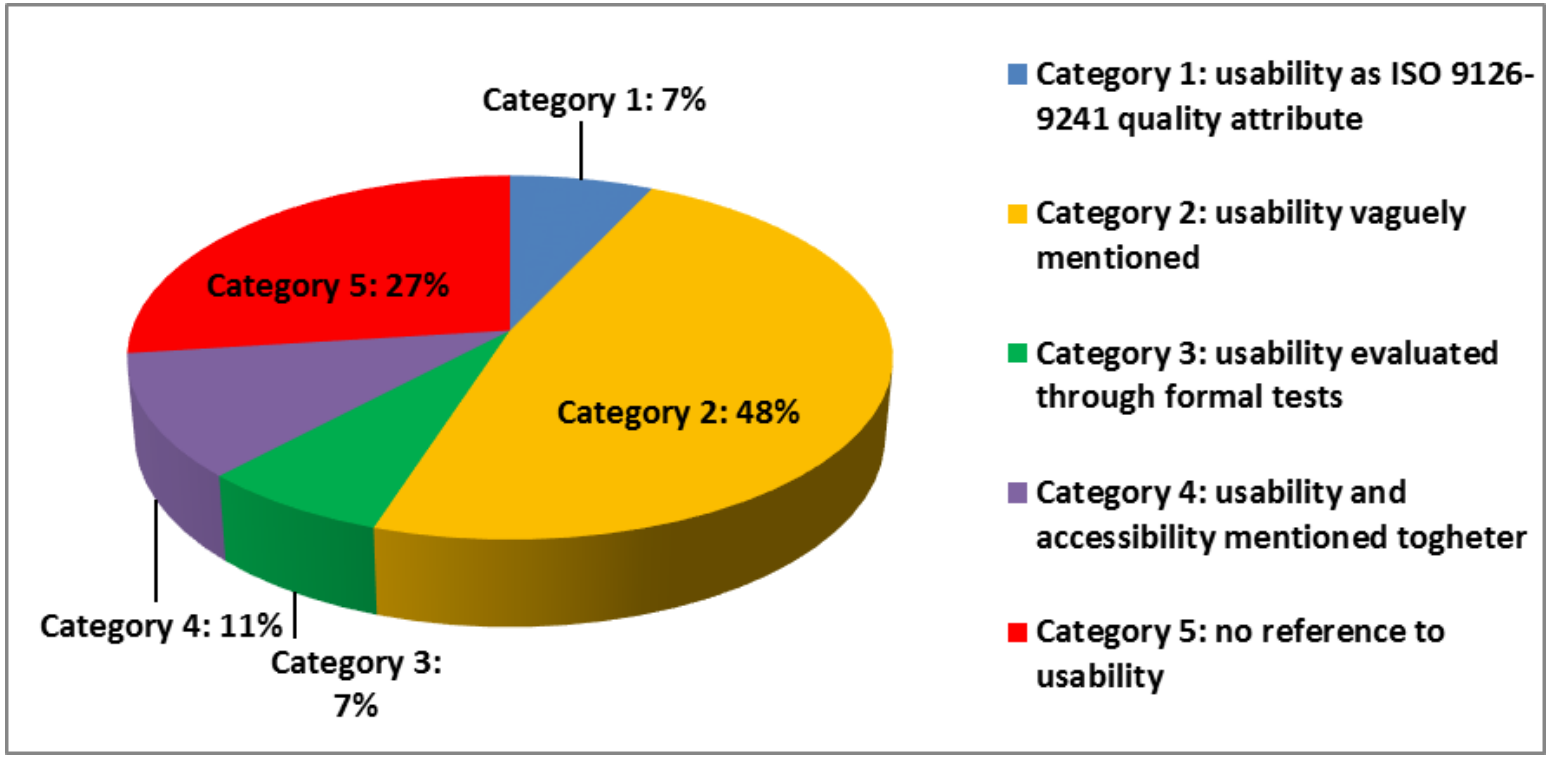
Main results

- Too many companies overlook important quality factors, such as usability and UX
  - Poor knowledge about usability evaluation
  - Problems in introducing and performing usability evaluation
  - Most practitioners are reluctant to involve users in participatory design activities as well as in evaluation
    - Users are unable to explain their needs or expectations
    - Users are unable to provide useful indications during the evaluation
  - Usability and UX are not considered in the Call for Tenders (CFTs)
    - The contracting company is not motivated to consider these product qualities

"I do not burden myself with anything not explicitly required"

Usability requirements in CfT

- 44 CfTs for IT products were analysed
  - 26 Italian CfTs
  - 18 European CfTs

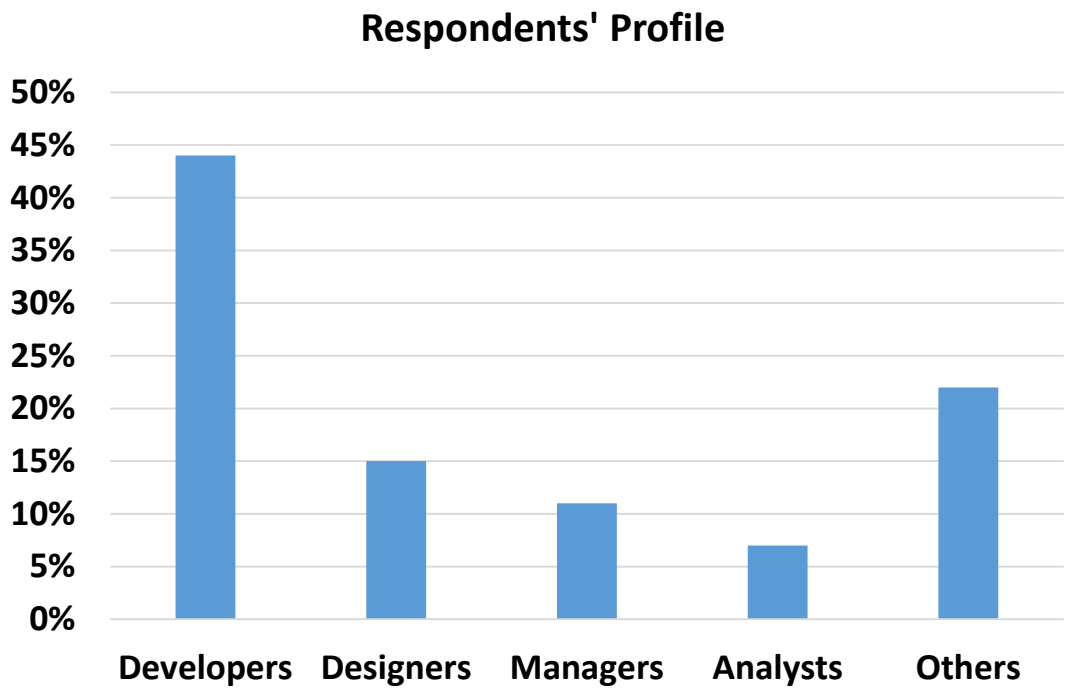


Online questionnaire on usability in CfTs

- Goal: To collect practitioners' opinion about usability requirements in CfTs
  - to check the presence of usability requirements in CfTs
  - to collect information on metrics and guidelines possibly specified in CfTs
  - to know the respondents' opinion about advantages/disadvantages of including usability requirements in CfTs

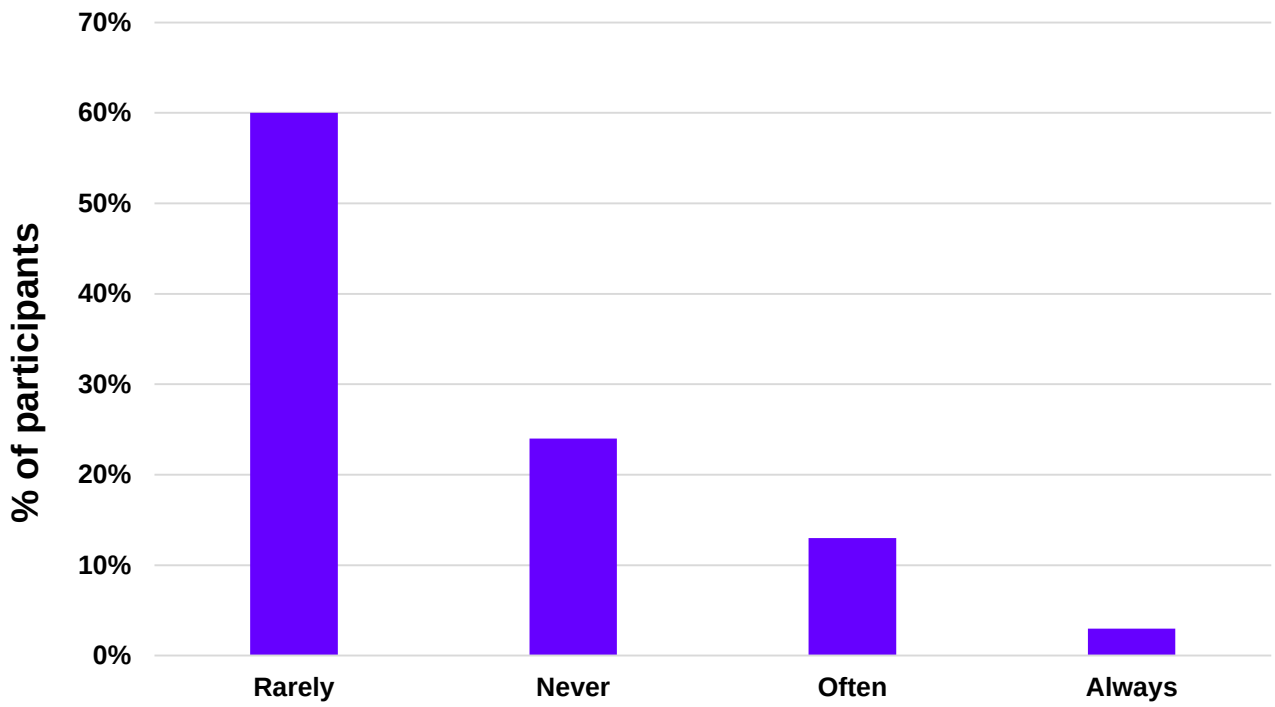
Results: Respondents' profile

- 54 professionals and / or experts in the ICT sector



- 38 respondents claimed that they had read at least once a CfT

Presence of usability requirements in CfTs



Discussion and suggestions

What can we do to successfully integrate usability evaluation in software development processes?

- Researchers and practitioners should collaborate together in order to improve the development processes
  - How to foster collaboration?
- Identify formal and objectively verifiable requirements to be included in the Call for Tenders
- Convince public/private organizations to explicitly mention usability and UX requirements in the Calls for Tenders for ICT products

GLU
(Gruppo di Lavoro per l'Usabilità)

- Working group of the Italian Ministry of Public Administration
  - It is working on the improvement of the usability of Public Administration websites and other e-government systems

- eGLU Protocol 2.0
  - To guide web masters and web editors in the usability evaluation of the websites they work on, also committing very few resources in terms of time and people

- HCD in CfTs
  - A framework to guide the specification in CFTs of different HCD techniques (e.g., personas, scenarios, interviews, questionnaires, user tests) depending on the complexity of the system to be developed

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Thanks!

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